



Privacy Policy

Last Updated: [Date]

1. Introduction

Wiseten Engineering and Trade Company ("we," "us," "our") is committed to protecting the privacy and security of your personal data. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you interact with our website, [Insert Website URL] (the "Site").

By using our Site, you consent to the data practices described in this policy. If you do not agree with the terms, please do not access the Site.

2. About Us

Wiseten Engineering and Trade Company is a South African enterprise providing integrated welding, electrical, and engineering solutions. We support infrastructure and industrial development through equipment rental, procurement services, maintenance planning, and compliance documentation. Headquartered in Pinetown, KwaZulu-Natal, our operations extend across South Africa and the SADC region.

3. Information We Collect

We collect information you voluntarily provide to us and data collected automatically through your use of the Site.

A. Information You Voluntarily Provide:

- **Contact Information:** Such as your name, email address, and company details when you submit inquiries, comments, or register for an account.
- **User Account Data:** Login credentials and profile information for registered users.
- **Communications:** Records of your correspondence with us.

B. Automatically Collected Information:

- **Technical Data:** Internet Protocol (IP) address, browser type and version, time zone setting, browser plug-in types, and operating system.
- **Usage Data:** Information about how you use our Site, including pages visited, time spent on pages, and other diagnostic data.
- **Cookies:** For detailed information on how we use cookies, please refer to Section 4.

4. Use of Cookies and Tracking Technologies

Our Site uses cookies and similar tracking technologies to enhance user experience and analyze Site traffic.

- **Essential Cookies:** Necessary for the Site to function. This includes cookies that enable comment form functionality and user authentication.
- **Preference Cookies:** Used to remember your preferences, such as login information and screen display choices. Login cookies persist for two days, and screen options cookies for one year. If you select "Remember Me," your login will be maintained for two weeks.
- **Analytical/Performance Cookies:** Allow us to recognize and count visitors and see how they navigate the Site, helping us improve its performance.

You can control cookie settings through your browser. However, disabling cookies may limit your ability to use certain features of the Site.

5. Embedded Content from Other Websites

Content on our Site may include embedded elements (e.g., videos, images, articles) from third-party websites. This embedded content behaves identically to a visit to the source website. These third-party sites may collect data about you, use cookies, employ additional third-party tracking, and monitor your interaction with the embedded content. We do not control these third-party websites and are not responsible for their privacy practices. We encourage you to review the privacy policies of any website you visit.

6. How We Use Your Information

We use the information we collect for the following purposes:

- To operate, maintain, and improve our Site.
- To process and manage your user account.
- To respond to your inquiries and provide customer support.
- To communicate with you about our services, including administrative notices.
- To ensure the security and integrity of our Site.
- To comply with legal obligations.

7. Legal Basis for Processing (GDPR Note)

For individuals in the European Economic Area (EEA), our processing of your personal data is based on:

- Your consent (e.g., for non-essential cookies);
- The performance of a contract with you (e.g., providing services you request);
- Compliance with our legal obligations; and
- Our legitimate interests in operating our business, provided such interests do not override your fundamental rights.

8. Data Sharing and Disclosure

We do not sell, trade, or otherwise transfer your personally identifiable information to external parties, except in the following circumstances:

- **Service Providers:** We may share data with trusted third parties who assist us in operating our Site and conducting our business, subject to strict confidentiality agreements.

- **Legal Requirements:** We may disclose information where required by law, subpoena, or other legal process, or to protect our rights, property, or safety, or that of others.
- **Password Resets:** If you request a password reset, your IP address will be included in the reset email for security purposes.

9. Data Retention

We will retain your personal data only for as long as is necessary for the purposes set out in this policy, or to comply with our legal obligations, resolve disputes, and enforce our agreements.

- **Comment Data:** Comments and their metadata are retained indefinitely to facilitate the automatic recognition and approval of any follow-up comments.
- **User Profiles:** For users who register on our Site, we store the personal information provided in their user profile. All users can view, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit this information.

10. Your Data Protection Rights

Depending on your location, you may have the following rights regarding your personal data:

- **Right of Access:** You can request copies of the personal data we hold about you.
- **Right to Rectification:** You can request that we correct any inaccurate or incomplete information.
- **Right to Erasure:** You can request that we erase your personal data, subject to certain legal exceptions.
- **Right to Restrict Processing:** You can request that we suspend the processing of your personal data.
- **Right to Data Portability:** You can request a structured, commonly used, and machine-readable copy of your data.
- **Right to Object:** You can object to our processing of your personal data.

To exercise any of these rights, please contact us using the details provided in Section 12. We will respond to your request in accordance with applicable data protection laws.

11. International Data Transfers

Our operations are based in South Africa, and your data is processed here. However, as we have an operational reach across the SADC region and may use service providers in other countries, your data may be transferred to and processed in countries with different data protection laws. We will take all steps reasonably necessary to ensure your data is treated securely and in accordance with this Privacy Policy.

12. Contact Us

If you have any questions about this Privacy Policy or our data practices, or to exercise your data protection rights, please contact us at:

Wiseten Engineering and Trade Company

85 Goodwood Road West Mead, Pinetown 3609/ Richards Bay - Ceramic Curve 20 Richard's Bay
, KwaZulu Natal 3900

WisetenEngineering@outlook.com / Phumlank@gmail.com

0840262830/ 0615493309

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on this page and updating the "Last Updated" date. We encourage you to review this policy periodically.